TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Data Processing Technician** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I.   INTERPRETING WORK PROCEDURES   (14 Questions)

Employees in this job are often required to complete tasks and make work related decisions that require correct interpretation of written instructions and procedures. This exam section tests your ability to read and interpret passages similar to procedures you would encounter in a data processing operations job. Included in this section are instructions and procedures relating to:

- Coding instructions;
- Computer error messages;
- Printer keys and indicators.

II. DOCUMENTING WORK ACTIVITY   (12 Questions)

Employees in this job must manage work activity data. This section of the exam tests your ability to make sensible decisions regarding the efficient storage and retrieval of complete and accurate data. Test question topics include:

- Completion of records;
- Maintenance of records;
- Use of different filing systems.

III. NUMERIC REASONING   (10 Questions)

Employees in this job use numeric data and therefore basic math skills are important to successful completion of tasks. Test questions require you to:

- Identify the appropriate mathematical computation from a set and successfully execute the computation to answer the question;
- Solve word problems requiring basic mathematical computations including addition, subtraction, multiplication, division, fractions, and percentages.

IV. COMPUTER OPERATIONS   (24 Questions)

This test section contains questions which assess your knowledge of computer system operation concepts and terminology. None of the questions assess knowledge of specific computer systems. Rather, many questions present scenarios which could conceivably occur at any computer installation. Test questions require you to select the best course of action to take among those presented to resolve the situation described in the scenario.

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V. COMPUTER HARDWARE AND SOFTWARE   (16 Questions)

Employees in this job use computer hardware and software to document work activities as well as to help troubleshoot problems for other users. These questions cover a variety of basic computer hardware and software topics. All questions are *generic* in that they are unrelated to any specific software package or computer hardware. Test question topics include:

- Disks and disk drives;
- Documents, directories and data management;
- Word processing features and functions;
- Troubleshooting hardware and software problems;
- Functions of computer components;
- Operating systems such as MS-DOS;
- Communication networks and LANs.